Listing of Claims:

Claims 1-27 (Canceled).

28.   (New) A method for providing usage data utilizing a remote maintenance system, said method comprising:

acquiring request information from an apparatus of a first user, the apparatus having a copying function;

5   identifying a necessary usage data item from the request information;

accessing through a network the apparatus of the first user and an apparatus of a second user, wherein the apparatus of the first user and the apparatus of the second user are of a same

10   model; and

acquiring information corresponding to the identified usage data item from the apparatus of the first user and from the apparatus of the second user.

29.   (New) The method according to claim 28, further comprising providing the acquired information to a terminal operated by a maintenance administrator.

30.   (New) The method according to claim 28, further comprising analyzing the information acquired from the apparatus of the second user and generating an average value of each usage data item.

31.   (New) The method according to claim 28, wherein the usage data item includes a number of copies.

32.   (New) The method according to claim 28, wherein the usage data item includes a number of copies in each paper feed stage of the apparatuses.

33.   (New) The method according to claim 28, wherein the usage data item includes an image concentration measurement value of the apparatuses.

34.   (New) The method according to claim 28, wherein the usage data item includes an exposure set value of the apparatuses.

35.   (New) The method according to claim 28, wherein the usage data item includes an automatic concentration adjustment set value of the apparatuses.

36.   (New) The method according to claim 28, wherein the usage data item includes a drum charge adjustment set value of the apparatuses.

37.   (New) The method according to claim 28, wherein the usage data item includes a network environment of the apparatuses.

38.   (New) A system for providing usage data utilizing a remote maintenance system, said system for providing usage data comprising:

a request information acquiring section which acquires

5   request information from an apparatus of a first user, the apparatus having a copying function;

an item identifying section which identifies a necessary usage data item from the claim information; and

an information acquiring section which: (i) accesses through

10   a network the apparatus of the first user and an apparatus of a second user, wherein the apparatus of the first user and the apparatus of the second user are of a same model, and (ii) acquires information corresponding to the usage data item from the apparatus of the first user and from the apparatus of the

15   second user.

39.   (New) The system according to claim 38, further comprising a providing section which provides the acquired information to a terminal operated by a maintenance administrator.

40.   (New) The system according to claim 38, further comprising an average generating section which analyzes the information acquired from the apparatus of the second user and generates an average value of each backup data item.

41.   (New) A computer-readable storage medium having computer-readable program code stored thereon for causing a computer to provide usage data utilizing a remote maintenance system, said computer-readable program code comprising:

5   computer readable program code for causing the computer to acquire request information from an apparatus of a first user, the apparatus having a copying function;

computer readable program code for causing the computer to identify a necessary usage data item from the request

10   information;

computer readable program code for causing the computer to access through a network the apparatus of the first user and an apparatus of a second user, wherein the apparatus of the first

user and the apparatus of the second user are of a same model;

15   and

computer readable program code for causing the computer to acquire information corresponding to the usage data item from the apparatus of the first user and from the apparatus of the second user.

42.   (New) The computer-readable storage medium according to claim 41, further comprising computer readable program code for causing the computer to provide the acquired information to a terminal operated by a maintenance administrator.

43.   (New) The computer-readable storage medium according to claim 41, further comprising computer readable program code for causing the computer to analyze the information acquired from the apparatus of the second user and generate an average value of each backup data item.